



Michele W. Shafe, Clark County Assessor
2013 Executive Summary

| | Month | | Annual | | | | | 2012-2013 % Δ |
|--|----------------|----------------|---------|---------|---------|---------------|----------------|---------------|
| | September 2012 | September 2013 | 2009 | 2010 | 2011 | 2012 | Projected 2013 | |
| Documents | | | | | | | | |
| Deeds Processed / Ownership Changes | 12,035 | 17,203 | 159,129 | 162,218 | 156,446 | 166,243 | 210,249 | 26.5% |
| Appraisal Activity | | | | | | | | |
| Taxable Real Property Parcels Assessed | 0 | 0 | - | - | - | - | 0 | - |
| Exempt Parcels Assessed | 0 | 0 | - | - | - | - | 0 | - |
| Building Permits Received | 1,513 | 1,479 | - | - | - | 19,930 | 16,616 | -16.6% |
| Personal Property Accounts Billed | 5,901 | 346 | - | - | - | - | 21,289 | - |
| Tax Collections | | | | | | | | |
| Current Personal Property Taxes Collected | \$938,943 | \$3,196,876 | - | - | - | \$117,973,147 | \$261,670,219 | 121.8% |
| Delinquent Year Property Taxes Collected | \$651 | \$111,303 | - | - | - | - | \$6,599,604 | - |
| County Board of Equalization Appeals | | | | | | | | |
| Residential | 0 | 0 | - | - | - | - | 3,046 | - |
| Commercial | 0 | 0 | - | - | - | - | 1,886 | - |
| Land | 0 | 0 | - | - | - | - | 1,110 | - |
| Other | 0 | 0 | - | - | - | - | 22 | - |
| Total | 0 | 0 | - | - | - | - | 6,064 | - |
| State Board of Equalization Appeals | 0 | 0 | - | - | - | - | 320 | - |
| Customer Activity | | | | | | | | |
| Office Visits, Main Office | 2,193 | 2,173 | - | - | - | 28,167 | 29,324 | 4.1% |
| Office Visits, Satellite Office | 686 | 1,158 | - | - | - | 9,707 | 10,504 | 8.2% |
| Total Office Visits | 2,879 | 3,331 | - | - | - | 37,874 | 39,828 | 5.2% |
| Customer Service Phone Calls | 7,561 | 6,976 | - | - | - | 106,120 | 102,527 | -3.4% |
| Phone Calls Handled in Less Than 1 Min. | 7,242 | 6,891 | - | - | - | 103,337 | 92,091 | -10.9% |
| % of Phone Calls Handled in Less Than 1 Min. | 95.8% | 98.8% | - | - | - | 97.4% | 89.8% | 0.0% |
| Appraisal Phone Calls | 861 | 792 | - | - | - | 21,586 | 20,143 | -6.7% |
| Phone Calls Handled in Less Than 1 Min. | 809 | 756 | - | - | - | 20,490 | 18,988 | -7.3% |
| % of Phone Calls Handled in Less Than 1 Min. | 94.0% | 95.5% | - | - | - | 94.9% | 94.3% | 0.0% |
| Assessor Website Hits / Record Searches | 274,472 | 262,755 | - | - | - | 3,229,634 | 3,042,191 | -5.8% |

Notes & Highlights